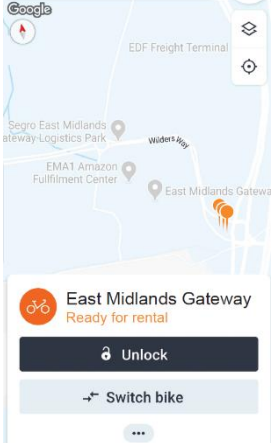

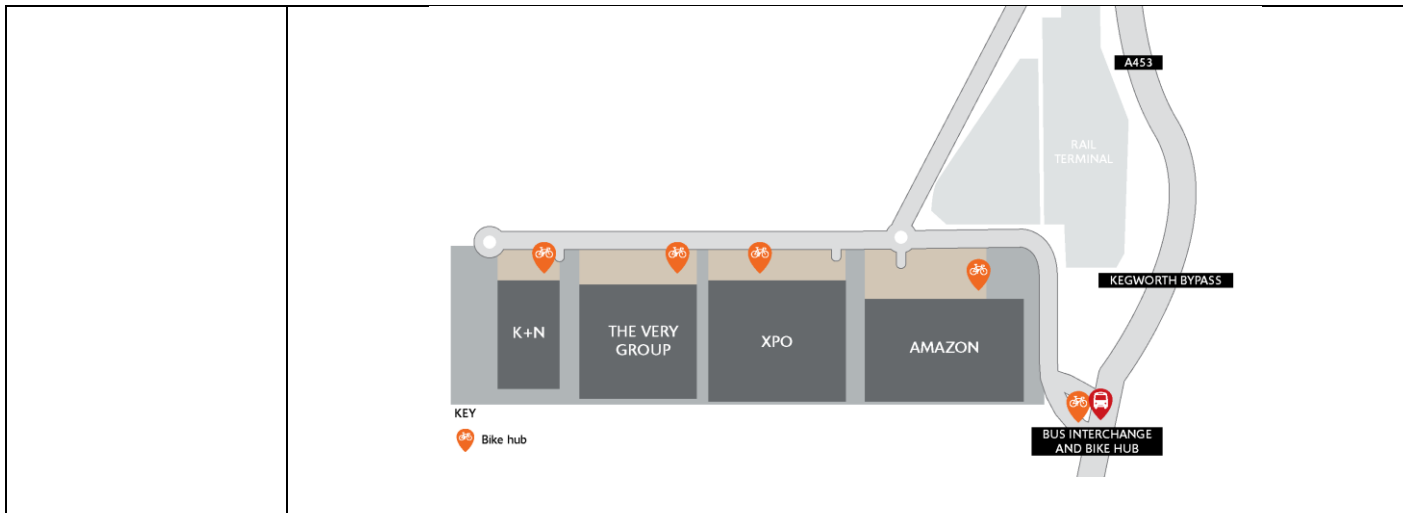


East Midlands Gateway Bike Hire Scheme

Frequently Asked Questions

Question	Answer
Using the bikes	
How many bikes are available?	There are 8 bikes available in the scheme and can be accessed 24/7.
How do I find the bikes?	<p>You can locate the bikes using the Donkey Republic app, simply open the app and look for the orange dots at East Midlands Gateway and this will show you where the bikes are.</p> <p>The bikes will not always be parked in the same bike rack, it depends where people have cycled them to. It's always best to check the app to see where the closest bike is.</p> <p>Please only use the hire bikes from either the bike rack at the bus interchange, or your employer's bike rack. If there are no bikes available in your employer's bike rack, please either walk or catch the Gateway Shuttle back to the bus interchange.</p> 
How do I unlock the bikes?	<p>The bikes can be unlocked via Bluetooth using the Donkey Republic app. Download the app, create an account for free and then select the bike you would like to hire. Once you tap unlock on the app the back wheel lock will automatically unlock but you will need to pull one side of the chain lock out. The bikes have a basket to place the bikes whilst riding.</p> 
Where can I ride the bikes?	You can ride the bikes along any of the shared paths within East Midlands Gateway (e.g. from the bus interchange to employment units). Please do not take the bikes home and do not enter a site that is not your employer.
Why is there a 30min limit?	We have limited the duration of free hire to 30mins to discourage people from using the bikes for the whole day (which means others could not use them) or taking the bikes home with them. All areas of the park can be reached within a 30min cycle.
How do I end my rental?	To end the rental, you must use the Donkey Republic app to lock the bikes. The bikes can only be locked at designated 'bike hubs' on the Donkey Republic app. The main hub is near the bus interchange, but there are also hubs at each occupiers' unit to all employees to store bikes in the bike racks whilst they are at work.
Where can I lock the bikes?	You must lock the bikes in a designated bike hub which is either the bike rack at the bus interchange or the bike rack in your employer's car park. Any bike that is not parked in a bike rack and is a hazard, could incur a €10 charge.



How do I lock the bike?

Once you tap lock option on the phone, the app will ask you to move the orange handle of the back-wheel lock. Before you do that, push the chain lock end on the side hole of the wheel lock and then push the orange handle.

Can I use the bikes more than once per day?

Yes, you can use the bikes more than once a day.

Costs

Why do I need to enter my payment details?

We ask for your card details so that if you incur a charge, such as parking the bike in an undesignated area (€10) or the bike is missing for more than 30 days (€180).

Can I get a receipt?

As soon as you end the rental on the app, a receipt of your booking with an overview of any costs of the ride will be shown on the screen. You will also be sent an email receipt for your records.

Health and Safety

How can I stay safe whilst cycling?

TIPS FOR SAFER CYCLING

- Always wash or sanitise your hands before and after using the hire bikes
- Use the shared path – it’s there to be used so you don’t have to cycle on the road
- Stay back from large vehicles (HGVs) – their view is more restricted
- Be mindful of other people on the path

	<ul style="list-style-type: none"> • Slow down when approaching adjoining roads – always look before crossing • Do not use your mobile phone or earphones whilst cycling • If travelling with a bag, make sure it is carried securely on your back or in the basket and not hanging from the handlebars. • Watch out for uneven surfacing • Make eye contact – do this with drivers, pedestrians, and cyclists so you're sure they've seen you • Be predictable – ride in a straight line and signal your movements to others • Always stay focussed – pay attention to what's going on around you
What should I do if I notice a fault with the bike before I use it?	When you unlock the bike, please check the breaks are in working order and the tyres are inflated. If you notice a fault with the bike, please report it via the app, lock the bike and switch to another bike. One of our bike mechanics will be notified of the fault.
What should I do if I damage the bike whilst using it?	Please report any damages via the app so that they can be repaired.
What happens if I have an accident whilst on the bike?	<p>We encourage everyone that uses the bikes to read the Donkey Republic terms of use before using the bike which can be found here: https://www.donkey.bike/terms-and-conditions/.</p> <p>The rider is responsible for their own acts and omissions when using the bike. Consequently, Donkey Republic and SEGRO are not responsible for the use of the bikes and shall have no liability if a rider is involved in any accidents and sustain any damages or injuries because of using the bike.</p>
What is being done to prevent the spread of Covid-19?	<p>We are encouraging anyone who uses the bikes to take responsibility for their health and safety and wash their hands before and after using the bikes:</p> <ul style="list-style-type: none"> • Before use - There are handwashing facilities available for employees to use in the bus interchange, or if the bus interchange is closed, there is a hand sanitizer unit on the wall outside the bus interchange. • After use – When you arrive at your workplace, please ensure you wash your hands upon entering the building • Additional cleaning – All of the 'touchpoints' on the bikes will be cleaned daily with hand sanitizing spray to ensure they are clean.
If you have any additional questions, please contact support@donkey.bike .	